

Traffic Management System

user journey

User Definition in the System

1. internal Users:

• A Police Officers:

- Classified Based on **Privilage**
- Responsibilities include issuing violations, accessing vehicle data, and managing accident reports.

• B. Administrators:

- Hold **full administrative privileges**.
- Responsibilities include system management, configuration control, and managing users and permissions.

2.External Users:

• A. Insurance Companies:

- Permissions are limited to viewing data relevant to insurance claims.

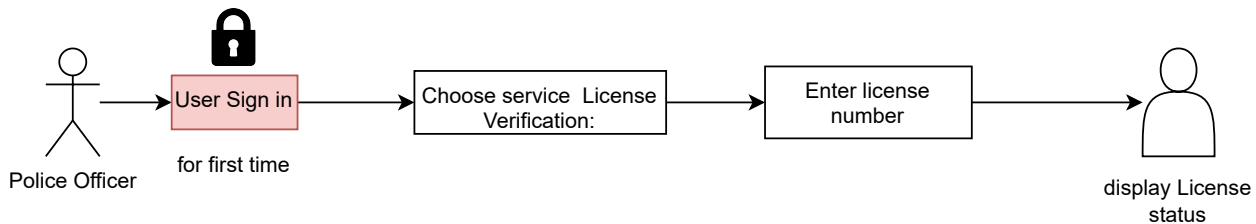
• B. Towing Companies:

Primary role is to **receive towing requests** and handle related operations using (API).

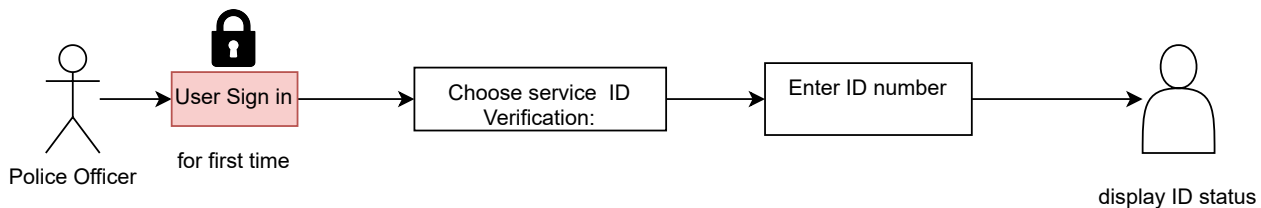
Police Officer Journey

Police Officer Senario

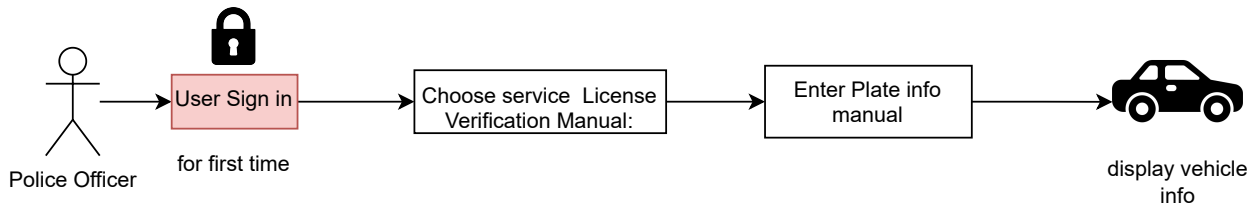
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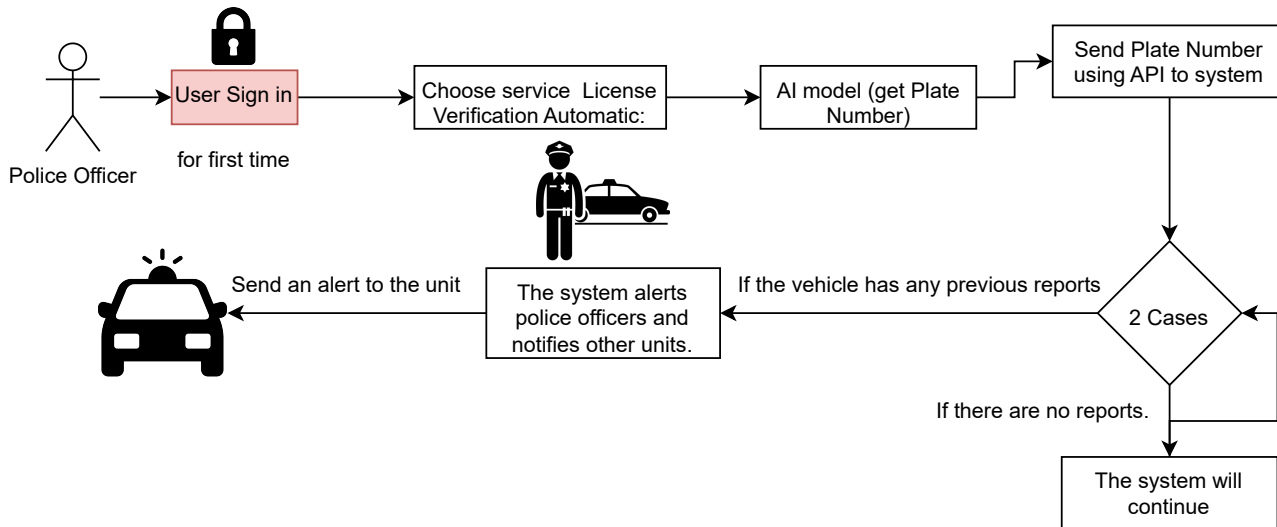
ID Verification:



Vehicle Plate Check Manual

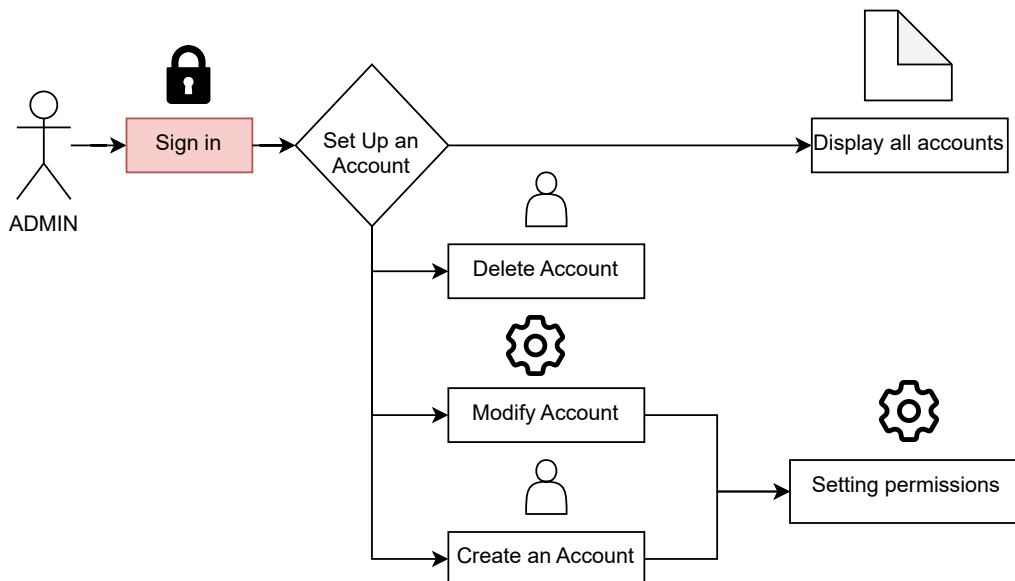


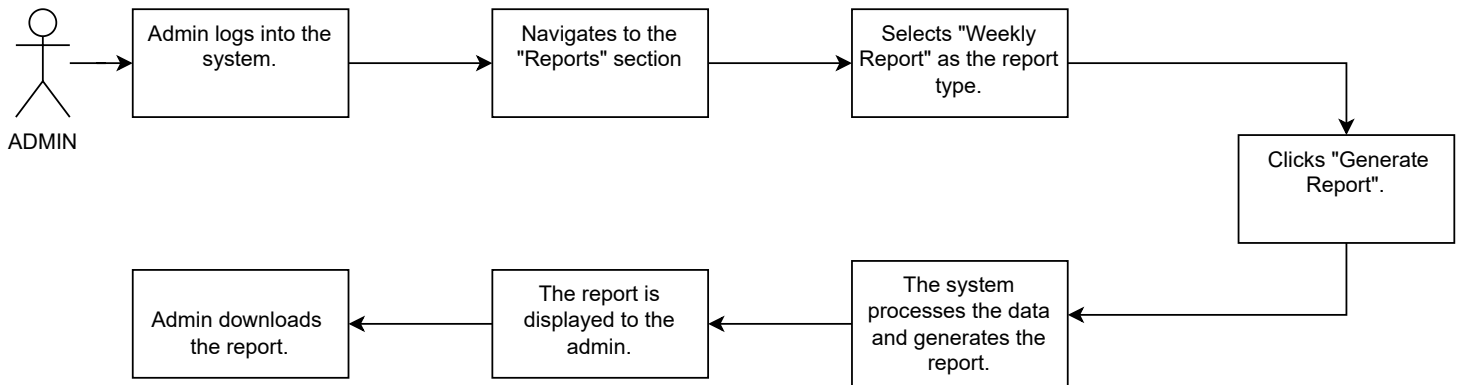
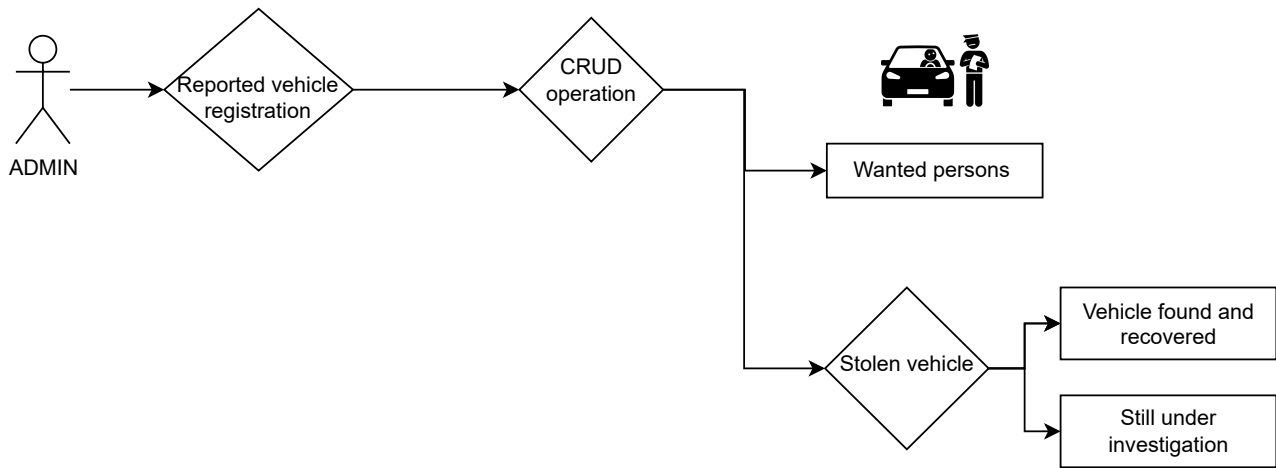
Vehicle Plate Check Automatic



system administrator journey

- Manage Accounts for police officer
- Full authority to manage user privileges
- Updating and Registering New Offender Data in the System
- Creating a Weekly Report





External Users - Insurance and Towing Companies

